



News from **Councilmember Todd Gloria**

City of San Diego ▪ District Three

NEWS RELEASE

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Wanted: Info Technology, Oversight and Transparency *Councilmember Comments on San Diego's Information Services Contract*

SAN DIEGO, CA – The City of San Diego will soon open its informational technology services contract for bid. Councilmember Todd Gloria today made clear his preferences for moving forward with the bidding and contract processes.

“I have made clear my skepticism of managed competition, and the City’s experience with Data Processing Corporation is a prime example of my concerns. Though DPC has provided service to the City, its operations and management have lacked transparency, and the City has not provided appropriate oversight,” said Councilmember Gloria. **“It is time we move forward purposefully and intelligently to secure information technology services that the City and taxpayers can trust both for their high quality and their efficiency.”**

Councilmember Gloria believes the City of San Diego needs good information technology service, and the people of San Diego need a good deal. Data Processing Corporation (DPC) has provided decent service for the past 30 years, but its contract has been marred by poor oversight by the City and a lack of transparency by the company.

DPC’s compensation structure and its board’s financial decisions have been questioned in recent years, but the City should have had controls in place to eliminate the potential for such mismanagement.

Thirty years ago, the City decided to contract out for its information technology needs. As this service is open to bid again, it is critical that lessons are learned from one of the City’s first forays into outside contracting.

- City leaders must review bids closely and examine bidders for their ability to provide the services efficiently.
- The contract must include requirements for transparency, define expected levels of service, outline responsibilities of the City and the contractor and delineate processes for corrective and disciplinary action.
- The City must require periodic full reports on service levels, managerial decisions and financial conditions of the contract.

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